Covid -19 Risk Management – RASASC Service Users

**Service users with any symptoms of Covid-19 will not be able to have their face to face session and entry to the building. We will be asking you questions prior to your appointment to ascertain any underlying or pre-existing health conditions.**

**Coronavirus regulations mean that you must self-isolate for 14 days if you return to the UK from a country outside the common travel area. Service users should check current guidance after travel overseas:** <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

**Please be aware we will be complying with government expectations about track and trace and may have to share your contact information with them.**

1. **Front doorbell and intercom**

To enter the building the front door needs to be opened therefore a non-touch activated hand sanitiser is to be used immediately after entering the building.

1. **The toilets**

Are not open to service users during this period.

1. **Sanitiser**

A non-touch wall mounted hand sanitiser is available, and we ask that all service users use this prior to their session.

1. **Waiting Area**

The waiting area, including seats and hard surfaces, will be cleaned, and sanitised regularly. Where possible please attend your appointment alone, alternatively please advise us in advance of the need for a chaperone (adults only).

1. **Social Distancing**

Distance stickers will be visible as a prompt/reminder for all.

1. **Sanitisation and Cleaning**

It will be the responsibility of all staff to sanitise/wipe sofa arms and door handles and other areas that have been touched before and after room use. The two-metre distance is to be maintained at all times. Each room will have a supply of wipes and anti-bacterial hand gel available.

1. **Food & Beverages**

Any beverages cannot, at this time, be offered to service users. If room users/visitors bring drinks/tissues etc then these must be taken off site by the person who brought them in. A disposable bag will be available for service users to take away.

1. **The Stairway ( where applicable)**

The stair rail will be cleaned and sanitised regularly. One person only is to use

the stairs at any one time.

August 2020